New Hampshire DOT
Incident Management Center
Needs Assessment

APPENDIX A

Task 1
Interview Summary

Revised
July 18, 2003

Technical Memorandum No. 1
Interview summary

Technical Memorandum No. 1 documents the results of the interviews conducted between February 10th and February 14th. The objective of the interviews was to:

> Define the operational requirements of the Incident Management Center (IMC), identify the people that will staff the IMC, and identify information requirements for the IMC.

Interviews were conducted with the following agencies:

- Department of Safety
  - Division of Fire Safety and Emergency Management
  - Division of State Police
  - Marine Patrol
  - Office of Information Technology
- Department of Transportation
  - Division of Operations
  - Bureau of Traffic
  - Bureau of Highway Maintenance
  - Bureau of Bridge Maintenance
  - Bureau of Turnpikes
- Department of Revenue and Economic Development
  - Division of Forest and Lands
- Department of Administrative Services
  - E-911
- Sherman Greiner Halle' Ltd. (Architects)

The interview notes are provided in the Appendix A to this technical memorandum.

Based on the interviews, the Edwards and Kelcey project team draws the conclusions discussed below.

1. Operational Requirements

There will be four primary operational centers or functions housed in the proposed facility that include:

- Emergency Operations Center (EOC) managed by the Office of Emergency Management (OEM).
- Transportation Management Center (TMC) managed by the Department of Transportation (DOT)
- State Police Dispatch Center managed by State Police
- DOT Dispatch Center managed by DOT

1.1 Emergency Operations Center –

The overall development of the EOC is currently being managed and directed by OEM with staffing levels and space requirements being developed through OEM's architect. Edwards and Kelcey has assessed the technical/information system requirements for this facility as part of our Task 2 – Systems Assessment

Operational requirement of the EOC are as follows:

- EOC will function as a full-time center operation 24 hours per day, 7 days per week. On a daily basis and under normal conditions (no state of emergency declared) this EOC will be staffed by a skeleton crew whose primary responsibility is to maintain a state of readiness for the EOC should a state of emergency be declared requiring the EOC to be fully staffed
- Direct communications with local EOC's currently being established as a mix between permanent EOC's typically located at National Guard Armories or other facilities. Communications with these locations is HF radio with plans for replacement with microwave. There are 234 local communities that will require communications linkage to the EOC.
- External communications interfaces will include but not be limited to: Federal Emergency Management Administration (FEMA), U. S. Coast Guard, and all major federal and state public safety agencies.
- The EOC should provision workstation positions for as many as 30 people. This number will need refinement and clearer specification in the future.
- Messaging between workstations can be electronic – currently using a modified version of Outlook Notes to provide this information exchange.
- Each workstation should have complete telephone communications with agencies external to the EOC.
- Media briefing facility will be required and will be managed by the Public Relations Officer
- IMC should have a complete perimeter security and access control system. This suggests that a separate building security operations center/workstation should be provided separate from the four major operational centers identified above.

1.2 State Police Dispatch Center (SPDC)

The State Police Dispatch should be developed so as not exclude the possibility that the SPDC will evolve into the main dispatch center for the state's law enforcement agencies. The SPDC will provide direct dispatch services for the following agencies:

- State Police
- Marine Patrol (during off hours)
- Department of Fish and Game (during off hours)
- Division of Forest and Lands (during off hours)

With 21 agencies being added to the statewide radio network in 2003, it is possible that additional part-time dispatch functions will be added.

Based on this information, Edwards and Kelcey anticipate that the SPDC should provide a minimum of three (3) dispatch workstations.

Communication interface requirements will be required between the EOC and the SPDC in addition to State Police's representation within the EOC.

A mission critical communications interface will be required between the E-911 PSAP on Hazen Drive and the SPDC. Connectivity and redundancy between the back-up E-911 PSAP in Laconia and the SPDC needs to be determined. Today, the interface between the E911 PSAP and State Police is provided through the Verizon frame relay network.

In addition, the SPDC will require mission critical communications interface with the statewide digital microwave network since this provides the communications backbone between State Police and each barrack's dispatch center.

State Police will require access to the State Police On-Line Telecommunications System (SPOTS). This access must be restricted according to the regulations associated with this network.

1.3 Transportation Management Center (TMC) and DOT Dispatch Center (DOTDC)

The TMC will be managed and staffed by the Department of Transportation (DOT). DOT indicated that the TMC will function as the major location for the dispatch and management of the Department's maintenance forces in response to defined incidents. In this capacity, DOT will be functioning as a resource agency supporting overall incident response consistent with the unified command structure of the Incident Command System.

Due to the integral nature of DOT operations, the DOT Dispatch Center may be co-located within the TMC. This will allow the DOT dispatchers complete access to DOT developed information and TMC information display systems.

Operational units to be represented in the TMC will include the following:

- Highway Maintenance – This division of DOT provides traffic control and response services to an incident that includes the delivery and operation of traffic control devices at the location of an incident. This can include arrow boards to implement highway lane closures, cones and barrels for traffic lane delineation and other traffic control devices. In addition, DOT can provide material (sand and other absorbents) for containment and/or clean-up of fuel spills.

  In addition to incident response, highway maintenance will be supported by addition systems operated and controlled from the TMC. These support systems will include:

  - Roadway Weather Information Systems (RWIS) for the monitoring of pavement conditions during inclement weather. Thirty (30) to fifty (50) RWIS stations are anticipated.

- Bridge Maintenance – This division of DOT is responsible for the operation and control of the five (5) moveable bridges in the state. The moveable bridges are equipped with video surveillance systems to ensure that traffic control gates and barriers are set prior to the physical opening of a bridge. In addition to the moveable bridges, DOT has identified approximately two-dozen critical bridges that will be instrumented with traffic and surveillance security systems. Video from the bridge surveillance systems (moveable and critical bridges) is envisioned at the TMC.

- Traffic Operations – The TMC will provide control of both freeway traffic and incident management systems that will include traffic flow detection and CCTV surveillance; and arterial highway signal system operating in the critical corridors in southern New Hampshire. Communications between the field equipment (cameras and detection systems) will be via fiber optic network, wireless communications, and possibly via a leased frame relay network.

- Transit Operations – DOT envisions that the TMC will provide monitoring of the State's regional bus transit systems that services communities throughout the State. Automated vehicle tracking (AVL) systems are envisioned for this vehicle fleet along with radio communications. The TMC would be the control end of this system.

- Traveler Information: Highway Advisory Radio – Currently traveler information is provided through a Highway Advisory Radio network consisting of 25 HAR permanent broadcast towers. Mobile HAR stations are anticipated though establishing an effective ground plain is problematic in the state due to the rocky condition. The TMC will provide the control of the permanent and portable HAR system.

- Traveler Information: Dynamic Message Sign Systems - The TMC will also provide control of the planned dynamic message signs system (DMSS) including existing portable variable message sign boards and future fixed/permanent DMSS.

- Traveler Information: 511 Center – The TMC is envisioned to host the 511 traveler information center. This is a call-taking center, either automated or attended, that provides motorists with on-demand information regarding transportation conditions in the state.

- Condition and Accident Reporting System (CARS) – The TMC is envisioned as the head-end of CARS. Data would be transmitted from the each District to the TMC for populating a statewide CARS database. The CARS system should require data interface with the 511 system.

Communications interfaces will be required between the EOC and the State Police Dispatch Center. Due to the secure nature of State Police communications and possible information display systems within the State Police Dispatch Center, there may need to be physical separation of the facilities with electronic information exchanges between the DOT and State Police on a structured and defined basis. The guidelines for video, voice and data exchange should be developed in the future.

In addition to the information exchange requirements discussed above, video feeds to the media will be required from DOT for the effective management and control of the media during incidents and to promote transportation management services on a day-to-day basis.

APPENDIX A

COMPLIATION OF THE INTERVIEW NOTES

New Hampshire State Police - 02/11/03

Present at interview: Stacey Black, Shel Leader, Randall Hayter, Michael Desrochers, Major Fred Booth, Tom Bardwell, and Jim Kowalik

Interview revealed:

1. State Police have extensive VHF 2-way radio system
2. State Police system is an Astro 25 by Motorola, using Quantar base stations (repeaters) and Centracom workstation based control consoles.
3. Major Booth provided a complete tour of his communication facility during this interview.
4. The radio system is divided to coincide with the operational areas controlled by each barracks. Including headquarters there are a total of six barracks (dispatch centers).
5. Radio coverage overlaps to allow for coverage of individual patrol units.
6. Dispatchers at each dispatch center are in control of setting up inter-communication between State Police and other state agencies or local agencies.
7. All six dispatch points are connected via microwave system.
8. Effective coverage for mobile radios is 95% and 85% for portables.
9. System is designed for mobile coverage.
10. The system was designed in 1996 by Motorola and we were provided a diagram of the original system by Major Booth. The actual implementation of the system has been slightly modified by the State Police, however, not all of the modifications were transmitted to us.
11. The current radio system is not trunked but is capable of that upgrade in the future.
12. The two-way radio system uses 12.5 KHz channel spacing and provides for both voice and data communications. The system is digital.
13. The State Police have future plans (short term) of adding MDT/MDC to patrol vehicles.
14. The microwave system is laid out in a “hub and spoke” array with state police headquarters as the hub.
15. Headquarter dispatch is also responsible for Fire Marshal, Motor Vehicle Inspectors and Marine Patrol dispatch during off duty hours.

16. There is no remote take-over of the five remote (from headquarters) troop dispatch consoles. State Police are considering the use of Motorola “embassy switch” to facilitate remote dispatch patrol.

17. All dispatch centers use one dispatcher per shift per center.

18. State Police do not have Fire and EMS channels. These systems are Analog and not compatible with the State Police.

19. State Police have allotted some radio channels for use by other law enforcement/public safety agencies

20. Twenty-one law enforcement agencies (local and county) will have been converted to the digital state police system through 2003.

21. The microwave system is digital except for several links at 2 GHz. These links are currently being phased out.

22. The microwave system is manufactured by Microwave Networks Inc. (Tadrian).

23. Equipment at the microwave sites are redundant using a hot standby however there is no alternate path capabilities. Only one link has space diversity.

24. State Police has CAD dispatch system.

25. In the process of installing AVL.

26. The State Police are implementing a data up-date system for patrol vehicles. When squads pull into the police service station, on-board MDC will be updated via a wi-fi network.

27. State Police are starting to implement video over Ethernet for security systems.

28. State Police are tied to Frame Relay network supplied by Verizon. This network allows for data transfer between all New Hampshire law enforcement, courts and prison facilities.

29. State Police has a vision that the IMC will be the main dispatch center in the state of New Hampshire, with full-time positions for DOT, Emergency Management and State Police.

30. Less than full time positions will be required for Fish and Game, Marine Patrol, Forest and Lands etc.

31. A need for redundant LAN/WAN and Microwave connection is evident.

32. Will need a redundant center located away from Concord, New Hampshire.

33. Mobile sets are 115W digital units.

34. LAN/WAN accesses criminal history, does not access prison data and is used to transfer E9-1-1 data.

35. In addition headquarters dispatch, the five other State Police dispatch centers are located in Epping, Milford, Keen, Tamworth and Twin Mountain.

36. State Police have no direct interface to fire and rescue/EMS other than telephone communications through dispatch centers.

37. State Police have non-sworn dispatchers.

38. State Police currently utilize a helicopter for law enforcement purposes with no video image capability.

39. MDT network does not interface with CAD.

New Hampshire 9-1-1 - 02/11/03

Present: Mr. Bruce Cheney, 9-1-1 Executive Director, Stacey Black, Randall Hayter, Shel Leader, Michael Desrochers

Interview revealed:

1. Central PSAP is located in Concord
2. They have 22 workstation positions
3. Center handles all 9-1-1 calls for state
4. Dispatchers determine only the nature of the call and then transfer to appropriate agency.
5. Center does no dispatching.
6. Call takers will perform land-line triage in certain situations.
7. ANI/ALI is transferred with call.
8. E9-1-1 began in 1991 in New Hampshire.
9. Redundant site is being implemented in Laconia, New Hampshire. Site is expected to be on-line by June, 2003.
10. Mr. Cheney sees E9-1-1 center as a data source for the IMC.
11. Does not see a need for his agency to have a workstation at the IMC but will provide an employee if asked.
12. System is fully redundant in both premise and CO systems.
13. Each building (Concord and Laconia) is capable of stand-alone operations and can be used to back-up other facility. The centers will appear as one with calls routed to equalize the workload.
14. Laconia site is not yet networked.
15. Significant database of mapped locations is owned by the State of New Hampshire. The data base is built from data points at 50 foot intervals.
16. Processes 1200-1500 calls daily.
17. Highest call day was 3800.

18. Highest calls in one hour 1800.

19. Center procedure is to receive a call, locate caller, determine situation, notify agencies, render medical phone triage when appropriate, and pass call to the responding agency.

20. 28% of calls are wireless.

21. Center continually updates information into system.

22. Call taker workstations are 60” X 36” and are adjustable. They use 19” displays and one keyboard. Each call taker has a networked Dell PC as their basic computing platform.

23. Center is capable of providing a data link to proposed IMC.

24. ANI/ALI information is sent via standard 911 call transfer system. CAD data is sent via the shared frame relay network.

IT Division of Department of Safety – 02/11/03

Attendees: Randall Hayter, Shel Leader, Michael Desrochers, P. Croteau, C. DeGrace, J. Stone

Interview revealed:

1. Need redundant T-3 to connect the IMC to the LAN/WAN.
2. LAN/WAN backbone provided by Verizon contact is Bob Hutchins, telephone (603) 641-1534.
3. Supports State Police On Line Telecommunication System (SPOTS).
4. Must be minimum 50% criminal justice based to be authorized to connect to SPOTS.
5. Requirement is met when the user has a separate computer on a separate network.
6. The Frame Relay Network is connected to State Police Headquarters via has 2 T-3 lines and 12 T-1 lines for municipalities with 192 drops (connections) for prisons, courts, county law enforcement and local police departments.
7. Have one 56K link to the fire academy.
8. Communication links range from 56KBps to T-1.
9. FBI and other Federal agencies mandate that only law enforcement entities are allowed to connect to the network.
10. Two T-3s and 12 T-1 connect the safety center to the Frame Relay Network. The plan is to upgrade the 12 T-1's to a third T-3 line.
11. There is no redundant communication center. If the Public Safety Center goes out, the SPOTS network is totally down.

New Hampshire Division of Forestry and Lands – 02/11/03

Present at interview: Stacey Black, Jeff Purdy, Rob Prud'homme, Mr. Paul Leary Division Supervisor

Interview revealed:

1. Staff consists of 12 forest rangers and one chief.
2. Have own dispatch center operating from 0800 to 1600.
3. Department works Monday through Friday, 8:00 A.M. until 4:30 P.M.
4. Duties include but not limited to water quality, shore land patrol, timber area patrol, division of parks, and division of trails.
5. Would not have staffing issue if were required to staff new IMC.
6. Would like to see "dummy" IMC training stations out of live work area. Live training stations in live work area.
7. Would see a great need to have a video feed in IMC for fires and other serious incidents.
8. Funding "wish list" would include the install of 2 T-1 lines for a GIS/Mapping feed from the NH State Police.
9. On 151-159 MHz High Band frequency at present.
10. Division of Parks is on own frequency, which is narrow band-analog.
11. Radio system uses Guardian G25RMV100 radio.
12. Are CAD ready
13. Trees provide too much screening to successfully use the State Police microwave network to connect F&L directly to SP. Instead, F&L rides the National Guard radio system at the Black Hawk hangar to link with the Oak Hill microwave site. This requires translation of the signal.
14. Under peak load could have as many as 250 firefighters in field at one time handling an incident.
15. Issue with this agency is workstation configurations including multi-line phones and computer interfaces.
16. Park incidents are turned over to State Police to handle following the Incident Command System. They provide resources and site control assistance.

17. Desire having State Police do dispatching for this agency in IMC.

18. In IMC Supervisor workstations should have workstation over-ride capability.

Sherman Greiner Halle' Ltd – 02/12/03

Present at interview: Jeff Purdy, Stacey Black, Patricia Sherman

Interview revealed:

1. Important contacts to help our project;
    a. Carol Murray, Transportation Commissioner of New Hampshire DOT.
    b. Lee Kimball, Assistant Director of the Office of Emergency Management.
    c. Don Bliss, State Fire Marshall and current Emergency Management Director. Telephone number 271-3294
    d. Rick Mason, Director of NH Fire Training Academy.
    e. Rob Smith, Bureau of Public Works, New Hampshire. Telephone number 271-3516.
    f. Richard Flynn – Commissioner, NH Department of Safety.
    g. Mike Tarthoff - regional planning commission.
    h. Martha Drucker - city hall, Concord
    i. Tim Gunn City of Concord GIS Manager #225-8520.

2. Ms. Sherman needs to know if EK have any building material requirements (i.e. steel building shields etc.)

3. State's OEM Management is key to project success.

4. Format for space requirements: Function (services), number needed, full time/part time, space type (I.E. office), units (number of spaces), square feet, net square feet (times number of units).

5. Would like help in IMC space requirements for equipment and staff etc.

6. Politically strong state in Washington. Federal dollars readily will be available.

7. Should get aerial photo's from State of project site.

New Hampshire Department of Transportation – 02/12/03

Present at interview: Stacey Black, Randall Hayter, Jeff Purdy, Shel Leader, New Hampshire DOT staff: Bill Lambert, Steve Gray, Dave Barker, Ed Welsh, Harvey Goodwin, Butch Knowlton.

INTERVIEW REVEALED:

1. The proposed Transportation Management Center (TMC) will be located within the new IMC.

2. Functions to be included in the IMC includes co-locate current TMC with OEM, a position for ITS systems, a position for OEM to be used for a training position when not being used, position for bridge security, including video, DOT radio connection, equipment space adequate for system components

3. Current radio system is and analog Ericsson UHF system operating at 450 MHz using 8 to 10 frequency pairs. Base stations are at district offices and dispatch center and in some cases are capable of signals up to 100 miles from repeater. Repeated are typically located on mountaintops. There is an interference issue at long range. The system is designed for mobile use with very few portables.

4. Patch to Astro system could be achieved via cross-repeater van to improve field communications.

5. Do not want direct communication between State Police and DOT field staff. Communications should be coordinated between dispatch centers. Under unique/special incidents, there may be a need for direct communication between state police and DOT vehicles for scene/incident management.

6. At a minimum, DOT dispatchers may need to monitor state police radio traffic.

7. Bridge security is critical on DOT list of importance.

8. DOT operates five (5) moveable bridges. These bridges have CCTV surveillance systems that allow the bridge operator to view the traffic barriers/gates to ensure that the bridge is clear to open. The video resides only at the bridges. Transporting the video to the TMC is desired

9. DOT has identified two-dozen other critical bridges. These bridges are candidates for surveillance and security systems complete with automated presence detection under the bridge as well as on the bridge deck.

10. Dispatch details include 2 full time dispatch centers, 6 district office dispatch centers that are full time in winter, 1 turnpike center, no AVL or other mobile data systems. This is voice dispatch only.

11. DOT currently have fixed and portable message boards.

12. Anticipate video in future on key limited access highways and possibly critical parallel arterial highways that feed the interstate highways.

13. Have plans to have 30-50 weather stations. This information will be transmitted to the TMC from which DOT Maintenance Districts will be notified and vehicles dispatched as needed.

14. Condition Acquisition and Reporting System (CARS) will require data to be transmitted from the Districts to TMC for a central database. This information may need to be transported to the planned 511 center.

15. The TMC should also include provisions for the state's 511 center. The 511 system may be automated or there may be a live attendant. TMC data will support the 511 center and include web access of transportation conditions. The 511 center should be separated from the TMC operations room.

16. DOT operates 25 fixed location 25 Highway Advisory Radios (HAR) with remote update capability. They are considering portable HARs. However, grounding is a problem.

17. DOT is currently implementing the Commercial Vehicle Information Systems and Network (CVISN). This consists of six sites including mobile and fixed, automated credentials, automated tax reporting/filing, automated vehicle screening and weigh-in-motion, automated roadside inspections.

18. Turnpike operations have toll collectors on site all the time. The collectors see incidents and also collect reports of incidents from travelers. They report this information to the toll plaza. The plaza then reports to the dispatch center where they utilize a call list for notifying the appropriate agency to respond.

19. Information and video generated from the TMC will be made available to the local media on an automated basis to support daily traffic reports.

20. DOT currently has a seat in the EOC for disaster control and major events.

21. DOT supplied radio repeater and frequency map.

22. Will e-mail frequency spreadsheet.

23. Will provide protocol for DOT discovered incidents (at Toll Plazas through DOT's or by other personnel).

24. Training sites in new IMC to be in live work area as well as "dummy" sites located away from work area.

Department of Transportation Follow-Up 02/12/03

PRESENT : Randall Hayter, Shel Leader, New Hampshire DOT David Barker and one other unnamed NH staff

Interview revealed:

1. DOT uses a frame relay WAN provided by Verizon to connect all district offices.

2. They have 9 to12 connections to the system.

3. Will be implementing a T-1 to connect HQ to the system.

4. There is a plan in motion to connect all DOT “sheds” (storage yards) to the system.

5. DOT wants to track employee time sheets, equipment usage and materials via the system. This is the Maintenance Activity Tracking System (MATS).

6. DOT vision of IMC includes non-law enforcement network in IMC, POP on DOT LAN/WAN, and keep existing services where they are currently located.

7. DOT LAN/WAN is 100Mb Ethernet to desktops, has Fiber between telecom closets, is a single T-1 connection out of HQ for IT applications (e-mail, Web, file transfer), POP includes all district offices and Mechanical Services Building and has various speeds to each point of presence.

8. Currently have RFP out to replace current 9600 bps dial up connection to the Toll Collection Construction Management System.

9. Current Verizon costs are $300.00 per month for connection.

New Hampshire Marine Patrol – 02/12/03

PRESENT AT INTERVIEW Stacey Black, Jeff Purdy, New Hampshire Marine Patrol Captain Mark Gallagher

Interview revealed:

1. Currently do not have state-wide radio coverage between all Marine staff.
2. Rely mostly on radio communication based on job requirements.
3. Have one dispatch center.
4. 9 full-time staff.
5. 72 part-time staff during summer.
6. Summer is busiest time for Marine Patrol.
7. Would like a position in new IMC to staff as needed.
8. Could be used during peak summer months or training.
9. Marine Patrol currently sits on State's Emergency Management Committee and are identified as a resource agency. Primary role during incidents is to provide traffic control, scene security and transportation of primary agency staff.
10. Main concern for patrol is lack of security on New Hampshire bridges as well as lack of bridge maintenance such as vegetation growth.
11. Agency is interested in video surveillance capability around and under bridges.
12. Agency also responds to Island fires.
13. Agency enjoys a strong working relationship with the U. S. Coast Guard and Navy. There currently is a nuclear submarine refitting base in Portsmouth, New Hampshire.
14. e-mail is mgallagher@safety.state.nh.us
15. Are on State Printtrak CAD system.
16. Dispatch center has two consoles and is currently being up-graded to the same configuration as State Police.
17. Are basically a 0800 – 1630 operation and State Police has an on-call list during non-duty hours.

18. Assists Coast Guard and State Police troop “A” on limited tasks and are experimenting with Nextel coverage in some areas, particularly along the coast where interagency coordination is most needed.

19. The agency uses Nextel radios to supplement communications along the seacoast to enable group communications with the US Coast Guard and State Police Troop A.

Office of Emergency Management and Division of Fish and Game – 02/13/03

PRESENT AT INTERVIEW: Stacey Black, Jeff Purdy, New Hampshire Office of Emergency Management Bill Skoglund, Chuck Welch, Herb Calvitto, Mead Herrick, Lee Kimball and Captain Tim Acerno of the New Hampshire Fish and Game department.

Interview revealed:

1. Jeff Purdy gave complete overview of project to all attendees.

2. Jeff Purdy explained the basic components of upcoming workshop.

3. Emergency Management customers are 234 state communities, they support state agencies, utilize NAWAS for weather alert, support the nuclear system, amateur radio (HAM), FNARS, and Emergency Alert System.

4. Support from FEMA is passed through OEM then down to county and municipal levels.

5. Agency is a 0800 - 1630 operation Monday through Friday.

6. Fish and Game is a self dispatched agency that also does not operate 24/7. Their primary mission is wildlife management and conservation with a secondary mission of search and rescue. They are identified as a resource agency.

7. IMC is envisioned to fulfill the following functions: Daily office and administrative space for the OEM; provide fire marshal space; act as the Emergency Management Center for the state; include a joint dispatch center; host the traffic incident management center including its associated traffic monitoring equipment; and function as a command post during significant incidents and emergencies.

8. OEM is currently participating with DOT on the evacuation route planning for several scenarios.

9. OEM also has radio contact with Coast Guard and trains with them as well.

10. OEM has some form of communication with all major federal and state public safety agencies.

11. Local agency exchange is done via land-line or fax.

12. Would like video capability in IMC to assist in more accurate media briefings as well as other duties such as information to the public.

13. IMC will require a sophisticated secure access program including card readers, security fences, cameras and must scan internally from floor to floor.

14. Currently have JPS 1000 crossband repeaters for mobile radios.

15. OEM wants to stay as a facilitator not a responding agency.

16. Several offices for OEM in IMC. Upper level for OEM offices and Fire Marshal.

17. Lower center of building for Command post functions or EOC.

18. Will be in joint dispatch center 24/7.

19. Will serve as support for all other municipal EOC's and remote communications centers for information coordination and remote staging

20. Secure communications room is a must.

21. IP/voice/Data/Video Distance learning, looking at 8.9 MBps.

Follow-Up with Department of Transportation 02/13/02

PRESENT AT INTERVIEW: Stacey Black, Jeff Purdy, New Hampshire DOT staff Mr. Ken Kyle, Butch Knowlton

Interview revealed:

1. Need bridge video feed to come into New Hampshire IMC.
2. State rest areas need video surveillance as well.
3. State of New Hampshire is interested in controlling New Hampshire transit by region. Transit is defined as intercity bus operations.
4. Weight stations are currently under control of DMV/Public Safety.
5. 5-1-1 is currently in implementation stage.
6. Are examining a variable speed control system.
7. Are looking into an AVL system for buses.
8. Are looking into surveillance cameras for Park and Ride lots.
9. Have truck weight system permanent on I-93 and some remote sites.
10. Are looking at inter-face with medical community similar to San Antonio based Life-Link system.
11. Has some signal pre-emption capability in state.
12. Hopes to install lane locators. This will assist plow operations.
13. Currently has haz-mat tracking capability.